

Onduline Guarantee Terms and Conditions

Onduline has a tradition of quality and you can be assured that your satisfaction in our products is central to this commitment. So please take a few moments to familiarise yourself with the terms and conditions of the Onduline roofing system guarantee and its maintenance requirements.

Should you have an issue with your roof then please fill in the Onduline Enquiry Form and submit it to us together with some internal and external photographs of your building's roof.

Our technical team will be pleased to analyse the submitted details to assist in identifying and resolving any problem you are experiencing within the terms of our guarantee procedure.

A commitment to quality

Roof Design and Maintenance:

It is often the case with all roofing products that weathering problems are often the result of a failure to follow the guidance contained in the product fixing instruction. So we first recommend you check your installation against the information contained in the Onduline fixing instructions.

Leaf Debris:

Do not allow leaf debris to build up on the Onduline sheets, left unattended this debris will form leaf mould and promote moss growth. This will act to soften and degrade the sheet structure, ultimately reducing both the sheets structural integrity with consequential accelerated ageing and marked reduction in its normal service life.

Tree and shrub branches:

Check that overhanging branches are not in contact with the surface of the sheets, as wind generated movement can result in mechanical damage to the surface of the Onduline sheets.

Gutters:

Clean all gutters, down-pipes and gullies regularly. If water collection systems are used, filter and circulate water in accordance with the instructions of the system manufacturer.

Note: Whilst rainwater run-off from Onduline roofs is non-hazardous, we do not recommend its use for human consumption due to the inherent risk of air bourn pollutants being introduced into the water collection system, which can cause algae growth within the water collection butt creating a health risk if used as drinking water.

Ventilation:

Always ensure high and low level ventilation is provided and the channels are unrestricted.

Health and Safety:

Working on roofs can be a hazardous operation. All work must be carried out with due regard to health and safety regulations as set out in HSG33 (Roof work).

Terms and Conditions

Onduline roofing sheets are guaranteed to remain weatherproof for the first 15 years under normal usage, subject to the product being fixed and maintained in accordance with the fixing instructions.

The guarantee is non-transferable and does not cover the aesthetic quality of the material and proof of purchase is required.

The guarantee is limited to the value of the replacement cost of the Onduline roofing products as used in the construction to its full value for the period of the first five years' service. Subsequently this amount is reduced pro rata to the roofs service life as measured in annual increments. The terms of the guarantee do not extend to labour, related construction costs; or damages to the building or items stored within the building; or in respect of any third party costs.

Date roof fixed:

Materials purchased at:

Fixed by:

Note: This complaints procedure does not affect your statutory rights.



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